

# *Update*

Winter 2013

## **BNMP Mediators Win Presidential Volunteer Service Award**



Natalie Daniels gets her pin and certificate!



Mark Coombs



Peter Sugarman

Congratulations to the BNMP recipients of the Presidential Volunteer Service Award for 2013, Peter Sugarman, Mark Coombs and Natalie Daniels. An award ceremony was held on February 22, 2013. We appreciate all your energy and enthusiasm for mediation!

## **Foreclosure Mediation Update**

The foreclosure mediation program is going strong as we approach our third year of work! We have five active foreclosure mediators, Donna Morse, Sharon Moon, Michelle Mentzer, Cheryl Cohen and Andrew Kidde; plus two additional mediators, Natalie Daniels and Catherine Zimmerman, who we anticipate will be added to the list soon. We have received 37 referrals, and conducted 23 mediations so far – many cases are pending resolution.

A limited number of attorneys represent the banks and homeowners in foreclosure cases, so we tend to see the same people in multiple cases. We are therefore all gaining experience together and developing some good work-

ing relationships. The program has increasingly been able to provide a very helpful service for these complex and difficult situations, and it is gratifying to see mediations end up with homeowners staying in their homes!

We have been privileged to have Nicole Demmon on staff since November 2012 as the Foreclosure Mediation Coordinator, thanks to a grant funded by the Washington State Attorney Generals office. Nicole has been a huge help in handling case intake and improving our office procedure for these cases. Alas, she is leaving us for a full time attorney position, and we will have to find a new intake manager. We are thankful for all her help and wish her success and happiness.

## LIGHTS, CAMERA, CONFLICT:

*What Mediators Can Learn from the Movies*



With Gary Harper  
Wed. April 17th from  
1:00 to 4:30 PM  
At Bellevue City Hall in  
Room 1E-108  
Cost: \$50

To register email:  
[mediation\\_info@bellevuewa.gov](mailto:mediation_info@bellevuewa.gov)

In conflict, each person has their own story - usually a conflict-saturated one in which they view themselves as an innocent victim and see their adversary as the villain. Such a "right/wrong," "good/bad" viewpoint leads to tension and confrontation. This highly interactive session will examine conflict through the lens of story and explore how to escape the drama triangle and foster cooperation between the parties in a conflict. We will use video clips to illustrate some common dynamics that impact mediation and as a springboard to share "best practices" to address these dynamics:

- How to escape the Drama Triangle of conflict (and shift from confrontation to collaboration).
- Discovering "when the knife went in" to uncover the root of a conflict.
- Using movie clips to jump start group discussions on building common ground, internal conflict, cultural norms that undermine collaboration, and the courage to engage in conflict.

**Gary Harper** is the principal of Harper and Associates. He is a trainer, writer and facilitator who specializes in conflict resolution. Through his unique blend of experience as a personal injury lawyer, general manager, insurance regulator and retail store owner, he learned the value of clear communication and conflict resolution skills. Since 1991 he has trained and mediated in a wide variety of organizations - from health care to the film industry to many levels of government. He is a member of the instructional team of the Centre for Conflict Resolution at the Justice Institute of B. C. and recently authored *The Joy of Conflict Resolution: Transforming Victims, Villains and Heroes in the Workplace and at Home*.

## Washington State Foreclosure Fairness Program Mediation Training May 2013

Department of Commerce's next foreclosure mediation training sessions are scheduled for May 2013. Participants must attend the full day general session on May 6 (in SeaTac) AND one regional mediation skills and practice session. There will be seven regional trainings scheduled across the state between May 7 and May 25 — exact dates and locations will be provided once your application has been reviewed and registration has been confirmed. These trainings are provided at no cost to qualified applicants (to learn about required qualifications, please visit the website below). More information and applications are available online at: <http://www.commerce.wa.gov/programs/housing/foreclosure/pages/default.aspx>  
If you have questions please email: [ForeclosureMediation@commerce.wa.gov](mailto:ForeclosureMediation@commerce.wa.gov) or call Carolyn Hojem at 360-725-3035

## 20th Annual Northwest Dispute Resolution Conference:

At UW School of Law, Seattle, WA  
Fri. March 29th and Sat. March 30th

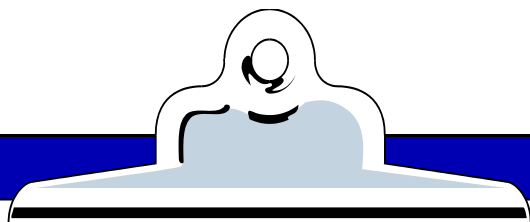
Early registration discount deadline: **March 15th**.  
Contact BNMP about registering under our group discount rate:  
[mediation\\_info@bellevuewa.gov](mailto:mediation_info@bellevuewa.gov) or 425-452-4091

More information can be found at:  
[www.wsba-adr.org/page/northwest-dispute-resolution](http://www.wsba-adr.org/page/northwest-dispute-resolution)

## VOLUNTEER NEWS

### *Welcome New Conciliators:*

Aaron Morin  
Arleen Nomura  
Deborah Douglas  
Henrieta Riesco  
Jeanine Kroum



## Parent—Teen Update

By Gwen Jones

So far this school year we've had several opportunities for volunteers to help with group facilitation at School Engagement Workshops. The workshops are a great place to practice your mediation skills while helping Bellevue families in order to reduce truancy in the Bellevue School District. The new volunteers are all doing a great job!



There have also been opportunities for a few of you to observe mediations. As other opportunities come up, I will notify you by email.

I've scheduled an In-Service Training for the afternoon of Wednesday, March 20th from 2:00 p.m. to 4:00 p.m. In this training we will review our mediation skills with mediation practice sessions using role plays. This is a perfect time to reconnect with the other mediation volunteers. I hope you will all be able to attend!

## **BNMP Training Opportunities For Mediators and Conciliators**

### ***Neighborhood In-Service Training:***

**Neighborhood Noise and Nuisances**  
with Corporal Andrew Popochock from  
Bellevue Police and Betty Cruz from Code  
Compliance  
Wed. April 3rd from 6:30-8:00 PM  
in Room 1E-120

### ***Parent-Teen In-Service Training:***

**Mediation Practice Session**  
with Gwen Jones  
Wed. March 20th, from 2-4 PM  
in Room 1E-118

### ***Training:***

**Lights, Camera, Conflict: What  
Mediators Can Learn from the Movies**  
with Gary Harper  
Wed. April 17th from 1:00-4:30 PM  
in Room 1E-108  
Cost: \$50  
To register contact BNMP at:  
[mediation\\_info@bellevuewa.gov](mailto:mediation_info@bellevuewa.gov)  
or call 425-452-4091

### **Program Staff:**

Program Co-Manager:	Cheryl Cohen	-	452-5222
Program Co-Manager:	Andrew Kidde	-	452-5288
Program Assistant	Gwen Jones	-	452-2897

City of Bellevue website: <http://www.bellevuewa.gov>  
(Look for the Mediation Program under "Neighborhood Information")



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# Basic Mediation Training

## Class of 2013



Back row left to right: Aaron Laing, Andrew Kidde, Arleen Nomura, John Barnett, David Eisler, Aaron Morin, Margie Ye, Mark Combs. Center row left to right: Janet Elzey, Henrietta Riesco, Siri Betcher, Mary Sakaguchi, Rita Lehr, Tamia Pervez, Samah Imtiaz, Sam Terpstra, Anita Shad. Front row left to right: Cheryl Cohen, Eric Morris, Nicole Demmon, Prasanna Prabhu and Joydeep Hazra.

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**BELLEVUE**  
**NEIGHBORHOOD MEDIATION PROGRAM**

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City of Bellevue Department of Planning and Community Development  
P.O. Box 90012 Bellevue, WA 98009-9012